

W-03514A-13-0111
W-03514A-13-0142

ARIZONA CORPORATION COMMI



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UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 116357

Date: 5/22/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

ORIGINAL

Complaint By: First: Linda & Steve Last: Wegener

Account Name: Linda & Steve Wegener

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Payson

CBR:

State: AZ Zip: 00000

is:

Utility Company: Payson Water Co., Inc.

Division: Meads Ranch

Contact Name:

Contact Phone:

Nature of Complaint:

Arizona Corporation Commission
2014
1200 W. Washington St.
Phoenix, AZ 85007

Arizona Corporation Commission

DOCKETED

MAY 23 2014

May 22,

Attn: Mr. Steven Olea

Dear Mr. Olea:

DOCKETED BY

2014 MAY 23 AM 9 25

AZ CORP COM
DOCKET CONTROL

This letter is being submitted to the Arizona Corporation Commission as a formal complaint against the Payson Water Company. The undersigned are customers of that Company, residing at 170 Park Road in the Mead's Ranch development, whose service has been significantly curtailed with no remedy in sight. There is no account number on our Payson Water Company billing receipt, the predecessor company account was 59678-18057. We did call Payson Water Company at approximately 1 pm on Thursday, May 22, 2014, and left a message with our address, and previous billing account number. Our message was that we wanted an update on the Jason Williams email dated May 16, 2014.

Our water tank has developed a major leak that seriously limits the storage capacity of the system. A "quick fix" was attempted by Payson Water Company, but it failed. We are now on Stage 3 water usage restriction with the Memorial Day weekend approaching, a time of traditionally high water usage. There is no identified remedy to the situation other than replacing the tank, which the water company has ruled out due to expense. We have been advised simply to conserve water. Payson Water Company has not presented a plan or timetable for returning to Stage 1 restriction level, which is the standard of service historically provided and expected by the users of the water system.

Stage 3 restrictions place an unreasonable burden on the water system customers. It imposes water

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UTILITY COMPLAINT FORM

conservation steps that affect daily routine, which may be acceptable on a limited basis but is not acceptable on a permanent schedule, which is what we face now. It also prohibits any exterior watering. Therefore, customers are not allowed to nurture gardens or existing fruit trees, which are important supplements to our nutrition and expense budgets. Also, this situation is happening while the Payson Water Company is requesting approval of a huge rate increase with no provision for system upgrade or maintenance for issues like the one we are facing with the tank leak. The Company is asking for much higher rates while not even maintaining basic service to its customers.

The situation needs to be remedied now by restoring the water storage capacity that has historically provided an acceptable baseline of service. Also, no rate increase should be considered until the infrastructure of the water system is reestablished.

Sincerely,

Linda Wegener & Steven Wegener

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-03514A-13-0111

End of Comments

Date Completed: 5/22/2014

Opinion No. 2014 - 116357
